

CLAIMS

1. A method for obtaining information regarding events to be taking place within a software program to be used by a customer on a computing device, comprising:

5 including, for each of a number of selected events, an indicator within the software program that records the selected event, the indicator including a text string descriptive of the selected event;

assigning a unique tag corresponding to each text string;

creating an index mapping each tag to the corresponding text string; and

removing each text string from the program prior to transferring the program to a customer.

2. The method of claim 1, further comprising:

creating, on the computing device, a file of the recorded events including the unique tag for each event;

receiving, from the computing device, the file of the recorded events;

processing the file, by replacing into the file, the text string corresponding to each tag within the file; and

outputting a text string record of the events which took place within the software program,

20 thereby providing a software provider a text record of the events taking place in the program to determine how the program may have failed.

3. The method of claim 1, wherein the indicator is a function call.

4. The method of claim 2, further comprising:

as the program executes on the computing device, limiting the size of the file of the recorded events.

5. The method of claim 4, further comprising:

in response to a failure of the program on the computing device, automatically

transmitting the file to a repository accessible by the software provider.

6. The method of claim 5, wherein the failure is a crash of the program.

7. The method of claim 1, further comprising including within selected indicators an identifier, the identifier identifying information unwanted by a software provider.

8. The method of claim 7, further comprising:

filtering out, prior to transmittal of the file to the repository, selected data indicated by the identifier as unwanted information.

9. A computer-readable medium having computer-executable instructions for performing a method for obtaining information regarding events to be taking place within a software program to be used by a customer on a computing device, comprising:

searching for a text string within the software program descriptive of a selected event;

assigning a unique tag to each text string found;

creating an index mapping each tag to the corresponding text string; and

removing each text string from the program.

10. A computer system having a processor, a memory, and an operating environment, the computer system operable to execute a method for obtaining information regarding events to be taking place within a software program to be used by a customer on a computing device, comprising:

searching for a text string within the software program descriptive of a selected event;

assigning a unique tag to each text string found;

creating an index mapping each tag to the corresponding text string; and

removing each text string from the program.

11. A method for recording program information, by a software provider, about events to be
5 taking place within a software program executing on a computer to be used by a customer,
comprising:

including, for each of a number of selected events, an indicator within the software
program that records the selected event, the indicator including a text string descriptive of the
selected event;

coding the text string with a unique tag corresponding to each text string;

creating a decoding file mapping each unique tag to the corresponding text string; and

removing each text string from the program prior to transferring the program to a
customer.

12. The method of claim 11, further comprising receiving, from the customer, a file of the
recorded events, the file including the unique tag for each event;

decoding the file by mapping the coded tag with the corresponding text string; and

outputting a text string record of the events which took place within the software
program,

thereby providing the software provider with a text record of the events taking place in
20 the program to determine how the program may have failed.